Electronic Wait List for Scheduling and PCMM

And

Primary Care Management Module (PCMM) Enhancements

RELEASE NOTES

Patches SD*5.3*263 & SD*5.3*264

November 2002

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I.   Introduction

The Electronic Wait List and the Patient Care Management Module Enhancement teams are pleased to announce the release of the Electronic Wait List package and PCMM enhancements Phase I.

The Electronic Wait List (EWL) will aid in the process of monitoring the demand and capacity for care at VA medical facilities. Currently, there is no national VHA software to list and track patients waiting for clinic appointments, primary care (PC) team assignments, or a primary care provider (PCP) assignments. The EWL will assist VA Medical Centers, Community Based Outpatient Clinics (CBOCs,) and the VHA Central Office in managing veterans' access to outpatient health care.   The EWL will assist clinics in identifying patients in need of appointments, PC Teams, and PCPs.

EWL is accessible within three separate programs: the EWL stand-alone program, the Patient Care Management Module (PCMM) GUI and VistA programs, and, in the Scheduling Appointment Management Module. EWL protocols may be added to a PCE List Manager menu if desired.

Within the Electronic Wait List (EWL) standalone software program, patients may be added to a wait list for a Primary Care team, Primary Care Position, Service/Specialty, or a Specific Clinic. Activation of EWL software occurs in the Appointment Management software, within the current VistA Scheduling package, when an appointment is made, not available, or cancelled. Within PCMM, the EWL software may be activated when a Primary Care team or provider are not available for a patient, i.e. the team or position is over its panel capacity. Reports are available from the EWL report option.

For PCMM Phase I Enhancements, the user will be able to enter Primary Care Direct Patient Care Full Time Employee Equivalents for Primary Care providers (PC Direct Care FTEE) when assigning a provider to a PCMM position.

II. Description of Functionality

The Electronic Wait List (EWL) Menu is a standalone application available on the Scheduling Managers' menu.

A. The EWL menu provides the following functionality.

1. Enter a patient on the EWL and select the Wait List type for which the patient is waiting.
   a. Specific clinic
   b. Service/Specialty.
   c. Primary care team.
   d. Primary care position.
2. Edit the EWL entry
3. Inquire on or display a patient's EWL entries
4. Disposition an EWL entry
5. Produce reports in summary or detailed formats.
6. Add clinics and service/specialties and their institutions from the national institution file, through the Parameters option.

B. The EWL is available within the following options:

1. Make Appointment
2. Cancel Appointment
3. Unscheduled Visit
4. PC Assign/Unassign
5. Appointment Management
6. Primary Care Management Module – VistA and GUI

When assigning providers to a Primary Care position via the PCMM GUI screens, users may add the Primary Care Direct Patient Care FTEE (PC Direct Care FTEE) or the provider. This field is a value between 0 and 1 up to 2 decimal places. Under the Team menu in PCMM GUI, there is a new option PC Direct Care FTEE that allows entry/edit of this field value for currently assigned providers on a team. A new report PCMM Direct Primary Care FTEE [SC PCMM DIRECT PC FTEE] is in the PCMM Reports [SC PCMM REPORTS MENU] to show all the current Direct Primary Care FTEE values.

III. Requesting Information

In February of 2002, Dr Laura Miller, Deputy Under Secretary of Health, addressed the need to effectively track the demand for services at VA Hospitals versus their ability to meet this demand in a memo sent to Gary Christopherson, Deputy CIO for Health, VHA. The memo requested the development of the Electronic Wait List to meet this need. This is stated in an excerpt from that memo.

> *As you are aware, clinic-waiting times has become a high visibility issue with the Secretary's office. We report data monthly during the Deputy Secretary's Performance briefings. Current waiting time measures reflect the experience of veterans already "in the system" and do not accurately portray waiting time experiences of new enrollees or patients without a scheduled appointment. Whether due to absence of appointments or other reasons, ad hoc "waiting lists" of new veteran enrollees to be entered into the scheduling system are known to exist, and waiting times for new enrollees seeking care are anecdotally reported to be long. We will attempt to formalize an "electronic waiting list" in VistA to more consistently and accurately reflect demand across VHA, and reduce the risk to enrollees lost to follow-up due to clerical error.*

The lead requestor for Electronic Wait List is Laura Miller, Deputy Under Secretary for Health O & M.

IV. Installation and Implementation

Specific information pertaining to the installation of this package is available in the EWL/PCMM Enhancements Installation Guide.

V. Security

To access the EWL menu option, users must have the **SDWL MENU** security key. To access the Parameter option and enter clinics and service/specialties to be used with the EWL system, users must have the **SDWL PARAMETER** key.

Access to the EWL routines, that are embedded in the Scheduling Package, are not controlled by the above security keys. These routines are activated for clinics set up in the Parameter file whether or not a user has the SDWL Menu key.

The <u>SDWL keys DO NOT block the following four prompts in the Scheduling software as requested by management.</u> Each site must decide on use of the Wait List software at their site and implement the decision(s) through site-specific procedures and training. These

decisions are particularly important to consider during the time of installation and local wait list cutover. There are the four prompts within the Scheduling routines that will require site-specific procedures and training to implement.

1. In the <u>Make Appointment</u> option, <u>if the Date/Time prompt is blank for the appointment</u> the question will display, "Do you want to add this patient to the Wait List? <u>NO//</u>. No is the default answer. If users are not to use the EWL, a recommendation is to train them to always accept the "No" default. Only clinics set up in the Parameter file will trigger this Wait List prompt.
2. If <u>a clinic appointment is made for a patient who is on the Wait List</u>, the user will be asked if they would like to remove the patient from the Wait List for that clinic. The default is yes but the response may be No and a reason given. Only clinics set up in the Parameter file will trigger this Wait List prompt.

3. When <u>canceling any appointment, if there are patients on the Wait List for that clinic</u>, the user will see a Message on the screen that says there are patients on the Wait List for that clinic. The user cannot access the Wait List menu or Wait List Reports without the SDWL menu key. This message could prompt users, who are not to use the Wait List, to communicate with staff that manage the Wait List. Only clinics set up in the Parameter file will trigger this Wait List message.

4. If an <u>Unscheduled Visit is entered for a patient on the EWL for the same clinic</u>, the user will be asked if they want to remove the patient from the Wait List for this clinic. Yes or No may be entered. Entering No requires entry of a reason code. Only clinics set up in the Parameter file will trigger this Wait List prompt.

NOTE:
An institution must be entered for all Clinics and Service/Specialties that will use EWL. Active clinic division/institution assignments can be reviewed by running the FileMan sort/print template provided below. If the institution field is blank, FileMan Enter/Edit must be utilized to enter the appropriate institution from the national institution file. Service/Specialties can be assigned an institution by utilizing the Wait List Parameter Enter/Edit option. The institution field points to the national institution file. If the site's divisions are not entered in the national institution file, they need to be in order to be used with EWL.

FileMan Sort & Print Templates:

```
Select OPTION: PRINT FILE ENTRIES

OUTPUT FROM WHAT FILE: HOSPITAL LOCATION//
SORT BY: NAME// TYPE="CLINIC"
  WITHIN TYPE="CLINIC", SORT BY: INACTIVATE DATE=""
    WITHIN INACTIVATE DATE="", SORT BY: NAME
    START WITH NAME: FIRST//
      WITHIN NAME, SORT BY:
STORE IN 'SORT' TEMPLATE:
FIRST PRINT FIELD: NAME
THEN PRINT FIELD: DIVISION
THEN PRINT FIELD: INSTITUTION
THEN PRINT FIELD:
```

```
Heading (S/C): HOSPITAL LOCATION LIST  Replace
STORE PRINT LOGIC IN TEMPLATE:
START AT PAGE: 1//
DEVICE:  <select device>

OBSERVATION           ALBANY          VAMC ALBANY
OPC RADIOLOGY      ALBANY          VAMC ALBANY
ORTHO-CLINIC          ALBANY           VAMC ALBANY
OUTPATIENT LAB     ALBANY          VAMC ALBANY
PAT GM/SURG           ALBANY              VAMC ALBANY
PAT MH/NURS           ALBANY          ****missing institution****
```

FileMan Enter/Edit Example:

```
Select OPTION: ENTER OR EDIT FILE ENTRIES

INPUT TO WHAT FILE: HOSPITAL LOCATION//
EDIT WHICH FIELD: ALL// INSTITUTION
THEN EDIT FIELD:


Select HOSPITAL LOCATION NAME: PAT MH/NURS
INSTITUTION: VAMC ALBANY  **enter appropriate institution
```

VI. Documentation

The EWL Release Notes, Installation Guide, and User manual are available at the
on-line VistA Documentation Library.

VII. Technical Information

EWL, SD*5.3*263, contains the following new files:

> 409.3   SD Wait List
> 409.31 SD WL Service/Specialty
> 409.32 SD WL Clinic Location

EWL, SD*5.3*263, requires the following patches:

> EAS*1*17 Enrollment Date API (which is included in EWL host file,
> SD*5.3*263.)
> EAS*1*10
> SD*5.3*46
> SD*5.3*241
> XU*8*212

PCMM Phase I, SD*5.3*264, requires the following patches:

> DG*5.3*273   Date of Death (which is to be installed prior to SD*5.3*264, but is not included in the EWL files.)
> DG*5.3*231
> SD*5.3*263

For additional information on patch dependencies, please refer to the Electronic Wait List for Scheduling and Primary Care Management Module (PCMM) Enhancements Install Guide released with the EWL software.

Menu Options

EWL, SD*5.3*263, contains the following new, exported menu options:

SD WAIT LIST APPT REPORT	Appointment (Sch/PCMM) Wait List Report
SD WAIT LIST DISPOSITION ENTRY	Disposition Wait List (Sch/PCMM) Entry
SD WAIT LIST ENROLL REPORT	Enrollment Wait List (Sch/PCMM) Statistic Report
SD WAIT LIST ENTER/EDIT	Enter/Edit Wait List (Sch/PCMM)
SD WAIT LIST GUI	GUI IMPORT MENU
SD WAIT LIST INQUIRY	Inquire Wait List (Sch/PCMM)
SD WAIT LIST MENU	Wait List (Sch/PCMM) Menu
SD WAIT LIST OVERDUE REPORT	Overdue Appointment Wait List (Sch/PCMM) Report
SD WAIT LIST PAR ENTER/EDIT	Wait List (Sch/PCMM) Parameter Enter/Edit
SD WAIT LIST PRM CARE/TEAM	PCMM Team/Position Wait List (Sch/PCMM) Report
SD WAIT LIST REPORTS MENU	Wait List (Sch/PCMM) Reports
SD WAIT LIST STAT REPORT	Wait List (Sch/PCMM) Statistic Report

PCMM, Patch SD*5.3*264, contains the following new, exported menu options:

> SC PCMM Direct PC FTEE
> SC PCMM Reports Menu
> SCMC PCMM GUI for Workstations (The previous version of PCMM GUI must be installed prior to the version in this release. See the EWL Install Guide for additional information.)

Bulletins

There are no bulletins for this package.

Background Jobs

There are no background jobs for this package.

Protocols

EWL, SD*5.3*263, contains the following new, exported protocols:

> SD WAIT LIST DISPLAY (DL)
> SD WAIT LIST DISPOSITION (WD)
> SD WAIT LIST ENTRY (WE)

PCMM, Patch SD*5.3*264, contains the following new, exported protocol:

> SCMC PCMM INACTIVATE ON DATE OF DEATH

Templates

EWL, SD*5.3*263, contains no new templates.

PCMM, Patch SD*5.3*264, contains the following new, exported templates:

> Print Template SCMC DIRECT PC FTEE   FILE #404.52
>
> Sort Template SCMC DIRECT PC FTEE   FILE #404.52

Security Keys

EWL, SD*5.3*263, contains the following security keys:

> SDWL MENU (Wait List Menu)
> SDWL PARAMETER (Wait List Parameter)

PCMM, SD*5.3*264, PC Direct Care FTEE field, uses the current PCMM security key for Setting up PCMM teams and positions.

Database Integration Agreements

Patch EAS*1.0*17, installed with EWL, contains the following DBIA:

> DBIA #3624

Routine Summary

The following is a list of the routine(s) included in this patch. The second line of each of these routine(s) will look like:

SD*5.3*263

<tab>; 5.3;Scheduling;**[Patch List]**; Aug 13, 1993
                 CHECK^XTSUMBLD results

Routine name	Before Patch	After Patch	Patch List
============	============	===========	==========
SDAMC	6041698	6467782	20,28,32,46, 263
SDM1	15196456	16439146	32,167,168,80, 223,263
SDM1A	13960584	13983173	26,94,155,206, 168,223,241,263
SDM4	7146893	7445243	263
SDWLAPI	N/A	1409932	263
SDWLD	N/A	6835573	263
SDWLDISP	N/A	12292965	263
SDWLE	N/A	9691278	263
SDWLE1	N/A	2320484	263
SDWLE10	N/A	2017217	263
SDWLE11	N/A	2360208	263
SDWLE110	N/A	8213917	263
SDWLE111	N/A	8766353	263
SDWLE112	N/A	3331420	263
SDWLE113	N/A	4016554	263
SDWLE2	N/A	1184237	263
SDWLE20	N/A	1340520	263
SDWLE3	N/A	3224946	263
SDWLE4	N/A	1741593	263
SDWLE5	N/A	3560427	263
SDWLI	N/A	14477762	263
SDWLKIL	N/A	12348644	263
SDWLMR	N/A	5257563	263
SDWLPE	N/A	6837598	263
SDWLQOF	N/A	10185970	263
SDWLQOI	N/A	4115219	263
SDWLQSR	N/A	3917128	263
SDWLR	N/A	8491660	263
SDWLRAD	N/A	8616814	263
SDWLRFA	N/A	160725	263
SDWLRNE	N/A	360634	263
SDWLROF	N/A	11582212	263
SDWLROI	N/A	27779818	263
SDWLROS	N/A	12649876	263
SDWLRP1	N/A	9823827	263
SDWLRP2	N/A	2889372	263
SDWLRP3	N/A	1989681	263
SDWLRP4	N/A	12504936	263
SDWLRPS1	N/A	13775198	263
SDWLRPS2	N/A	13086917	263
SDWLRPT1	N/A	14744690	263
SDWLRPT2	N/A	12776563	263

```
SDWLRQ1              N/A              12714056        263
SDWLRQ2              N/A              11526495        263
SDWLRSR              N/A              27494026        263
```

SD*5.3*264

<tab>; 5.3; Scheduling;**[patch list]**; May 01,2002
CHECK^XTSUMBLD results

```
    Routine name    Before Patch      After Patch       Patch List
    ============    ============      ===========       ==========
    SCMCHLX            1291785          1327200          177,264
    SCMCHLX1           2276272          2585631          177,264
    SCMCPR1            1418188          2025212          41,45,264
    SCMCQK1           12943271         15349148          148,177,231,264
    SCMCTSK                N/A          6567282          264
    SCMCWAIT               N/A          4971402          264
    SCUTBK10           1865821          2134517          41,264
    SCUTBK12            645912           676354          41,264
```

EAS*1.0*17

<tab>;;1.0;ENROLLMENT APPLICATION SYSTEM;**[patch list]**;MAR 15, 2001
CHECK^XTSUMBLD results

```
Routine name     Before Patch       After Patch       Patch List
  ============    ============      ===========       ==========
  EASWTAPI              N/A           1730974             17
```

VIII. Using the Wait List Import Tool

To use the Wait List Import Tool sites must convert their wait lists from its current format into a comma delimited text file (.txt). This is the excepted format for the tool. This file is called the Import file. The Import file can be created from Vista using FileMan's DATA EXPORT TO FOREIGN FORMAT options or from Excel using the CSV format. This text file must contain four fields:
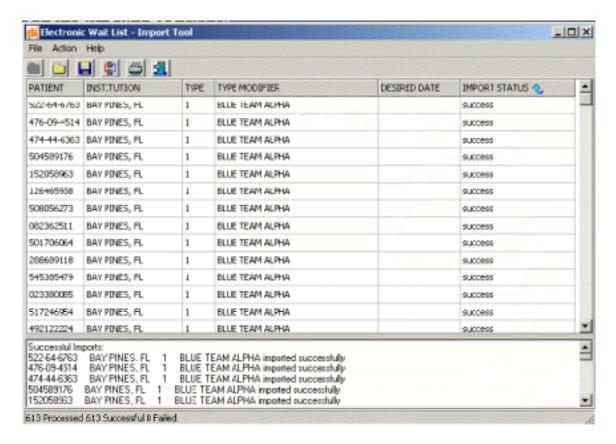
- Social security number (SSN) (Entered as xxxxxxxxx or xxx-xx-xxxx)
- Institution Name (The name of the Institution from file 4)
- Clinic Type {this numeric field is numbered 1-4, with 1 being file 404.51 (Team), 2 being file 404.57 (Team Position), 3 being file 409.31 (SD WL Service/Specialty), and 4 being file 409.32 (SD WL Clinic Location)}
- Clinic Type Modifier {a specific choice within one of the clinic types. For example, if clinic type 1 (Team) were chosen, the modifier would be a specific team.}
- Desired Date (Entered as the FileMan acceptable date. This is date for which the appointment is requested. Applies only to Clinic Types 3 and 4.)(Note: If the desired date is requested the priority set to future and a date is automatically plugged in. If there is no desired date than the priority is set to ASAP, and the date the file is imported is automatically.

If there is no value for a field then a null value is entered (""). One row of five fields defines a single record for entry into the Electronic Wait List.

> **Note: To maintain the generic nature of the import tool, there is no validation check between the institution and clinic. Sites should confirm the proper institution/clinic relationship. Please refer to the Note under Section V – Security in the Release Notes manual for additional information.**

Each row of the grid is submitted to EWL as a new record. If the record is validated and accepted by EWL, the successful addition is noted at the bottom of the screen. If EWL cannot validate the record, the reason for the failure is noted in the IMPORT STATUS column of the grid.

The rows of failed imports can be reviewed/edited and the import action can be repeated. An example is shown below.

Note: Post import validation can be accomplished with the use VA FileMan print options.

See the EWL Installation Guide for additional information on the Import Tool.